

# Collection Center Assessment Questionnaire

Planning and assessment are key elements of every local program. Information on the volume of used oil collected and outreach effectiveness will be essential when developing reports to the Board. Below are some suggested questions you may want to ask center operators to help determine general and specific program effectiveness. Make sure you sample enough centers to accurately characterize your program's effectiveness.

## ➤ *How much is being collected?*

How many people bring in used oil to your business per day, week, or month? \_\_\_\_\_ per \_\_\_\_\_

On average, how many gallons of used oil do you collect per day, week, or month? \_\_\_\_\_ per \_\_\_\_\_

How do you keep track of the amount of used oil collected from the public? Log ☐ Manifest ☐ Estimate ☐ Other ☐

Would you be willing to keep a log or tally sheet if it was provided to you? Yes ☐ No ☐

Do you accept used oil filters? Yes ☐ No ☐

- If yes, how many people bring in filters per day, week, or month? \_\_\_\_\_ per \_\_\_\_\_
- If yes, how many filters do you collect per day, week, or month? \_\_\_\_\_ per \_\_\_\_\_
- If no, would you consider taking filters from the public? Yes ☐ No ☐

What is the busiest day of the week for used oil collection? Mon ☐ Tues ☐ Wed ☐ Thur ☐ Fri ☐ Sat ☐ Sun ☐

What time of the year do more DIYers bring used oil to your business? Spring ☐ Summer ☐ Fall ☐ Winter ☐

## ➤ *Who's bringing it in?*

What percentage of the people who bring used oil/filters are male \_\_\_\_% female \_\_\_\_%?

What is their age group? 16-29\_\_\_\_%, 30-45\_\_\_\_%, above 46\_\_\_\_%

What primary language do they speak? English\_\_\_\_% Spanish\_\_\_\_% Other\_\_\_\_% List \_\_\_\_\_

What percentage of the public accepts the incentive (16¢ per gallon)? \_\_\_\_%

Has oil been left after hours? Yes ☐ No ☐ If yes, how often \_\_\_\_\_ and in what amount \_\_\_\_\_?

Has oil suspected of being contaminated ever been turned away? Yes ☐ No ☐

- If yes, how often \_\_\_\_\_ and in what amount \_\_\_\_\_?
- Did you refer the person to an HHW collection site \_\_\_\_\_ or a local government agency \_\_\_\_\_?

## ➤ *Are outreach efforts working?*

Have you ever noticed surges or increases in the amount of used oil collected? Yes ☐ No ☐ If yes, please explain.

Can you link these 'spikes' with particular events/outreach? Yes ☐ No ☐

- If yes, were they: Print ads ☐ Radio ads ☐ Mail-outs ☐ Other ☐ List \_\_\_\_\_

What type of advertisement do you use? News Paper ☐ Radio ☐ TV ☐ Phone Book ☐ Other ☐ List \_\_\_\_\_

Do you or would you be willing to participate in collaborative advertising? Yes ☐ No ☐

Would you be willing to place point of purchase information in your store? Yes ☐ No ☐

Has the center noticed an increase in business due to the acceptance of used oil? Yes ☐ No ☐

If yes, please explain.

Comments:

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